

## Lampiran 1 kuisisioner

### KUISISIONER PENELITIAN

Responden Yang terhormat:

Saya adalah mahasiswi jurusan **Manajemen Universitas Katolik Widya Mandala** yang sedang melakukan penelitian. Penelitian ini untuk pengembangan ilmu pengetahuan. Dalam hal ini, saya meminta kesediaan bapak/ibu/saudara untuk membantu penelitian ini dengan mengisi kuisisioner yang telah saya siapkan. Ini merupakan hal yang sangat berharga bagi saya, oleh karena itu kesediaan dan kejujuran anda sangat saya harapkan. Segala informasi yang anda berikan semata-mata digunakan untuk kegiatan ilmiah.

Atas kerjasama yang diberikan, saya mengucapkan banyak terima kasih.

Bagian ini menyatakan identitas responden.

1. Apakah anda berusia 18 tahun?
  - a. Ya
  - b. Tidak (\*)
2. Apakah anda tinggal di Surabaya?
  - a. Ya
  - b. Tidak (\*)
3. Apakah pernah berbelanja di Mango Tunjungan plaza setidaknya 2 kali dalam 6 bulan terakhir, selama 1tahun belakangan ini?
  - a. Ya
  - b. Tidak (\*)

(\*) bila menjawab “Tidak” pada salah satu pertanyaan, anda tidak perlu melanjutkan pengisian kuesioner.

Mohon memberikan tanda silang (x) pada pilihan jawaban yang tersedia. Setiap pertanyaan hanya mengharapakan satu jawaban. Setiap angka akan mewakili tingkat kesesuaian dengan pendapat bapak/ibu/saudara, dimana:

STS = Sangat Tidak Setuju.

TS = Tidak Setuju.

N = Netral.

S = Setuju.

SS = Sangat Setuju

Bagian ini menyatakan daftar pertanyaan kepada responden.

No.	Item Pertanyaan	Jawaban Responden				
Service		STS	TS	N	S	SS
1.	Saya merasa Mango memiliki layanan yang mampu membantu pelanggan					
2.	Saya merasa selalu dilayani dengan baik saat di Mango					
3.	Saya merasa Mango sangat memperhatikan layanan secara detail untuk tiap pelanggan					
4.	Saya merasa layanan Mango selalu mencari jalan untuk membantu pelanggan					
5.	Saya merasa layanan Mango selalu konsisten dan bersikap ramah pada pelanggan					
Store Atmosphere		STS	TS	N	S	SS
1.	Mango memiliki ruang yang cukup nyaman untuk berbelanja.					
2.	Mudah untuk mencari barang yang saya inginkan di Mango					
3.	Penataan barang dagangan dan <i>windows display</i> di Mango sangat menarik.					
4.	Tanda-tanda promosi di dalam toko Mango terlihat dengan jelas					
5.	Toko Mango selalu terlihat bersih dan menarik					
6.	Pegawai Mango memakai seragam yang menarik dan dapat dibedakan dengan pengunjung lain.					
Convenience		STS	TS	N	S	SS
1.	Saya merasa lokasi Mango mudah didatangi atau dijangkau					
2.	Saya merasa mudah mencari pintu masuk dan pintu keluar Mango					
3.	Saya merasa mudah mencari keberadaan Mango					

4.	Saya tidak perlu mengantri terlalu lama saat melakukan pembayaran di Mango					
5	Saya merasa berbelanja di Mango dapat menghemat waktu belanja					
<i>Merchandising</i>		STS	TS	N	S	SS
1.	Saya merasa barang yang dijual Mango memiliki kualitas yang tinggi					
2.	Saya merasa Penyajian barang di Mango menggunakan kombinasi warna yang menarik					
3.	Saya merasa barang dagangan yang dibeli di Mango selalu memiliki kualitas yang konsisten					
4.	Saya merasa barang dagangan di Mango selalu memenuhi standar kualitas					
5.	Saya merasa Mango selalu menyoroti barang-barang yang dipromosikan ditoko					
6.	Saya merasa signage di Mango memberi informasi yang jelas mengenai produk, harga, diskon, dan merek baru					
7.	Saya merasa Mango menyajikan barang dagangan sesuai kategori					
<i>Satisfaction</i>		STS	TS	N	S	SS
1.	Saya menikmati saat belanja di Mango					
2.	Saya merasa puas setelah belanja di Mango					
3.	Saya merasa bahwa pilihan saya berbelanja di Mango sudah benar					

<i>Commitment</i>		STS	TS	N	S	SS
1.	Saya merasa sulit untuk beralih ke toko lain					
2.	Saya merasa suatu keharusan untuk berbelanja di Mango					
3.	Saya merasa hidup saya akan terganggu jika beralih ke toko lain					
4.	Saya merasa akan mengeluarkan banyak biaya jika beralih ke toko lain					
Loyalitas konsumen		STS	TS	N	S	SS
1.	Saya menganggap Mango sebagai tempat saya untuk membeli barang (tas,sepatu,baju,aksesoris)					
2.	Saya ingin membeli ulang di Mango					
3.	Mango menjadi tujuan utama saya ketika membutuhkan barang (tas, sepatu, baju, aksesoris)					
4.	Saya merekomendasikan orang lain untuk berbelanja di Mango					

Terima Kasih

Lampiran 2

No.	Ser1	Ser2	Ser3	Ser4	Ser5	Tser	Ser	SA1	SA2	SA3	SA4	SA5	SA6	TSA	SA
1	3	3	3	2	3	14	2.80	4	4	4	3	3	4	22	3.67
2	2	2	2	3	2	11	2.20	3	3	3	4	3	3	19	3.17
3	2	2	2	3	2	11	2.20	3	3	3	4	4	3	20	3.33
4	3	3	3	2	3	14	2.80	4	4	4	3	4	4	23	3.83
5	2	2	2	2	2	10	2.00	4	3	3	3	3	3	19	3.17
6	3	3	3	4	3	16	3.20	5	4	4	5	5	4	27	4.50
7	2	3	2	3	3	13	2.60	4	4	3	4	4	3	22	3.67
8	3	2	3	2	2	12	2.40	5	3	4	3	3	4	22	3.67
9	4	2	4	3	2	15	3.00	5	3	5	4	4	5	26	4.33
10	4	4	4	3	4	19	3.80	5	5	5	4	4	5	28	4.67
11	2	2	2	2	2	10	2.00	4	3	3	3	3	3	19	3.17
12	4	4	4	4	4	20	4.00	5	5	5	5	5	5	30	5.00
13	2	2	2	2	2	10	2.00	4	3	3	3	3	3	19	3.17
14	2	2	2	2	2	10	2.00	4	3	3	3	3	3	19	3.17
15	4	3	4	4	3	18	3.60	5	5	5	4	4	5	28	4.67
16	3	4	4	3	4	18	3.60	5	5	4	5	5	4	28	4.67
17	4	3	4	4	3	18	3.60	4	5	5	4	5	5	28	4.67

18	3	3	3	3	3	15	3.00	5	4	4	4	4	4	25	4.17
19	2	3	3	2	3	13	2.60	3	4	3	4	4	3	21	3.50
20	3	2	3	3	2	13	2.60	4	4	4	3	3	4	22	3.67
21	3	2	2	3	2	12	2.40	5	3	4	3	3	4	22	3.67
22	2	3	3	2	3	13	2.60	5	4	3	4	4	3	23	3.83
23	3	2	2	3	2	12	2.40	4	3	4	3	3	4	21	3.50
24	2	3	3	2	3	13	2.60	3	4	3	4	4	3	21	3.50
25	3	2	3	3	2	13	2.60	4	4	4	3	3	4	22	3.67
26	3	4	3	3	4	17	3.40	2	3	2	3	2	3	15	2.50
27	4	3	4	4	3	18	3.60	3	2	3	2	3	2	15	2.50
28	3	3	3	3	3	15	3.00	2	2	2	2	2	2	12	2.00
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31	5	5	4	5	5	24	4.80	4	4	4	4	4	4	24	4.00
32	3	3	3	3	3	15	3.00	2	2	2	2	2	2	12	2.00
33	5	5	5	5	5	25	5.00	4	4	4	4	4	4	24	4.00
34	3	4	4	3	4	18	3.60	2	3	2	3	2	3	15	2.50
35	4	3	3	4	3	17	3.40	3	2	3	2	3	2	15	2.50
36	5	4	5	5	4	23	4.60	4	3	4	3	4	3	21	3.50

37	5	4	4	5	4	22	4.40	4	3	4	3	4	3	21	3.50
38	3	4	4	3	4	18	3.60	2	3	2	3	2	3	15	2.50
39	5	4	4	5	4	22	4.40	4	3	4	3	4	3	21	3.50
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44	4	4	3	4	3	18	3.60	3	3	3	2	3	2	16	2.67
45	3	3	4	3	4	17	3.40	2	2	2	3	2	3	14	2.33
46	4	5	4	4	4	21	4.20	4	3	4	3	3	3	20	3.33
47	3	3	3	3	3	15	3.00	2	2	2	2	2	2	12	2.00
48	4	3	4	4	4	19	3.80	2	3	2	3	3	3	16	2.67
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51	4	3	3	4	3	17	3.40	4	5	5	4	4	4	26	4.33
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54	4	3	3	4	3	17	3.40	4	5	5	4	4	4	26	4.33
55	2	2	2	2	2	10	2.00	3	3	3	3	3	3	18	3.00

56	4	4	4	3	4	19	3.80	4	4	4	3	4	4	23	3.83
57	5	5	5	5	5	25	5.00	5	5	5	5	5	5	30	5.00
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67	2	2	2	2	2	10	2.00	3	3	3	3	3	3	18	3.00
68	2	2	2	2	2	10	2.00	3	3	3	4	3	3	19	3.17
69	3	2	3	3	3	14	2.80	4	4	4	3	4	4	23	3.83
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77	5	3	3	5	3	19	3.80	4	3	3	5	4	4	23	3.83
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96	3	4	4	3	4	18	3.60	4	4	4	3	4	4	23	3.83
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98	3	3	3	3	3	15	3.00	3	3	3	3	3	3	18	3.00
99	5	5	5	5	5	25	5.00	5	5	5	5	5	5	30	5.00
100	3	4	4	3	4	18	3.60	5	4	4	3	5	5	26	4.33

Con1	Con2	Con3	Con4	Con5	Tcon	Con	M1	M2	M3	M4	M5	M6	M7	TM	M
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[illegible]

[illegible]

[illegible]

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4	4	4	4	4	20	4.00	3	3	3	2	3	3	2	19	2.71
5	5	5	5	4	24	4.80	4	4	4	4	4	4	4	28	4.00
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5	5	4	4	3	21	4.20	4	3	3	2	3	3	2	20	2.86



Sat 1	Sat 2	Sat 3	Tsa t	Sat	Com 1	Com 2	Com 3	Com 4	Tco m	Co m	LK 1	LK 2	LK 3	LK 4	TL K	LK
3	4	2	9	3.0 0	4	4	3	3	14	3.5 0	4	4	3	4	15	3.7 5
2	3	3	8	2.6 7	3	3	4	4	14	3.5 0	3	3	4	3	13	3.2 5
2	3	3	8	2.6 7	3	3	3	4	13	3.2 5	3	3	4	3	13	3.2 5
3	4	2	9	3.0 0	4	4	3	3	14	3.5 0	4	4	3	4	15	3.7 5
2	3	2	7	2.3 3	3	3	4	3	13	3.2 5	3	3	3	3	12	3.0 0
3	4	4	11	3.6 7	4	4	5	5	18	4.5 0	4	4	5	4	17	4.2 5
3	4	3	10	3.3 3	3	3	4	4	14	3.5 0	4	3	4	4	15	3.7 5
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2	3	3	8	2.6 7	5	5	3	4	17	4.2 5	3	5	4	3	15	3.7 5
4	5	3	12	4.0 0	5	5	4	4	18	4.5 0	5	5	4	5	19	4.7 5
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2	3	2	7	2.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	5	3	12	4.0 0	5	5	5	4	19	4.7 5	5	5	4	5	19	4.7 5
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2	4	2	8	2.6 7	4	4	3	3	14	3.5 0	3	4	3	3	13	3.2 5
3	3	3	9	3.0 0	3	3	4	4	14	3.5 0	4	3	4	4	15	3.7 5
2	4	2	8	2.6 7	4	4	3	3	14	3.5 0	3	4	3	3	13	3.2 5
3	3	3	9	3.0 0	3	3	4	4	14	3.5 0	4	3	4	4	15	3.7 5

3	4	2	9	3.0 0	4	4	3	3	14	3.5 0	4	4	3	4	15	3.7 5
2	3	3	8	2.6 7	3	3	4	3	13	3.2 5	3	3	4	3	13	3.2 5
3	4	2	9	3.0 0	4	4	3	4	15	3.7 5	4	4	3	4	15	3.7 5
2	3	2	7	2.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	4	4	12	4.0 0	4	4	5	5	18	4.5 0	5	4	5	5	19	4.7 5
4	4	3	11	3.6 7	4	4	4	5	17	4.2 5	5	4	4	5	18	4.5 0
3	5	4	12	4.0 0	5	5	5	4	19	4.7 5	4	5	5	4	18	4.5 0
2	3	2	7	2.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	5	4	13	4.3 3	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
3	3	3	9	3.0 0	3	3	4	4	14	3.5 0	4	3	4	4	15	3.7 5
2	4	2	8	2.6 7	4	4	3	3	14	3.5 0	3	4	3	3	13	3.2 5
4	5	3	12	4.0 0	5	5	4	5	19	4.7 5	5	5	4	5	19	4.7 5
3	5	3	11	3.6 7	5	5	4	4	18	4.5 0	4	5	4	4	17	4.2 5

3	3	3	9	3.0 0	3	3	4	4	14	3.5 0	4	3	4	4	15	3.7 5
3	5	3	11	3.6 7	5	5	4	4	18	4.5 0	4	5	4	4	17	4.2 5
2	5	4	11	3.6 7	5	5	5	3	18	4.5 0	3	5	5	3	16	4.0 0
2	3	2	7	2.3 3	3	4	3	3	13	3.2 5	3	4	3	3	13	3.2 5
2	2	3	7	2.3 3	3	3	4	3	13	3.2 5	3	3	4	3	13	3.2 5
3	2	2	7	2.3 3	4	3	3	4	14	3.5 0	4	3	3	4	14	3.5 0
3	3	2	8	2.6 7	4	4	3	4	15	3.7 5	4	4	3	4	15	3.7 5
2	2	3	7	2.3 3	3	3	4	3	13	3.2 5	3	3	4	3	13	3.2 5
3	4	3	10	3.3 3	4	5	4	4	17	4.2 5	4	5	4	4	17	4.2 5
2	2	2	6	2.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
3	2	3	8	2.6 7	4	3	4	4	15	3.7 5	4	3	4	4	15	3.7 5
3	3	3	9	3.0 0	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0
3	4	3	10	3.3 3	4	5	4	4	17	4.2 5	4	5	4	4	17	4.2 5

4	5	5	14	4.6 7	4	4	4	4	16	4.0 0	5	5	4	4	18	4.5 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
5	5	5	15	5.0 0	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
4	5	5	14	4.6 7	3	4	4	4	15	3.7 5	5	5	4	4	18	4.5 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	4	4	12	4.0 0	4	3	4	4	15	3.7 5	4	4	3	4	15	3.7 5
5	5	5	15	5.0 0	5	5	4	5	19	4.7 5	5	5	5	5	20	5.0 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
5	5	5	15	5.0 0	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
5	4	4	13	4.3 3	4	3	3	5	15	3.7 5	4	4	3	5	16	4.0 0
3	3	3	9	3.0 0	4	4	4	3	15	3.7 5	3	3	4	3	13	3.2 5
4	3	3	10	3.3 3	3	3	3	4	13	3.2 5	3	3	3	4	13	3.2 5
3	4	4	11	3.6 7	3	3	3	3	12	3.0 0	4	4	3	3	14	3.5 0

3	4	4	11	3.6 7	4	3	4	3	14	3.5 0	4	4	3	3	14	3.5 0
4	3	3	10	3.3 3	3	3	3	4	13	3.2 5	3	3	3	4	13	3.2 5
4	4	4	12	4.0 0	4	4	5	4	17	4.2 5	4	4	4	4	16	4.0 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
3	3	3	9	3.0 0	4	4	3	3	14	3.5 0	3	3	4	3	13	3.2 5
4	4	4	12	4.0 0	3	3	3	4	13	3.2 5	4	4	3	4	15	3.7 5
4	4	4	12	4.0 0	4	4	5	4	17	4.2 5	4	4	4	4	16	4.0 0
4	4	4	12	4.0 0	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0
4	4	4	12	4.0 0	4	4	5	4	17	4.2 5	4	4	4	4	16	4.0 0
3	3	3	9	3.0 0	3	3	4	3	13	3.2 5	3	3	3	3	12	3.0 0
4	4	4	12	4.0 0	4	4	3	4	15	3.7 5	4	4	4	4	16	4.0 0
5	5	5	15	5.0 0	5	5	4	5	19	4.7 5	5	5	5	5	20	5.0 0
5	4	5	14	4.6 7	5	5	5	4	19	4.7 5	4	4	5	4	17	4.2 5

5	4	5	14	4.6 7	4	5	5	4	18	4.5 0	3	3	5	4	15	3.7 5
4	3	4	11	3.6 7	4	4	5	3	16	4.0 0	5	5	4	3	17	4.2 5
3	3	4	10	3.3 3	3	3	4	3	13	3.2 5	3	3	3	3	12	3.0 0
4	4	3	11	3.6 7	4	4	3	4	15	3.7 5	4	4	4	4	16	4.0 0
4	3	5	12	4.0 0	3	3	4	3	13	3.2 5	3	3	4	3	13	3.2 5
5	3	4	12	4.0 0	5	5	5	3	18	4.5 0	5	5	5	3	18	4.5 0
4	4	5	13	4.3 3	3	3	4	4	14	3.5 0	3	3	4	4	14	3.5 0
3	3	4	10	3.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	4	3	11	3.6 7	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0
4	4	3	11	3.6 7	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0
3	3	4	10	3.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
4	4	3	11	3.6 7	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0
4	4	5	13	4.3 3	4	4	4	4	16	4.0 0	4	4	4	4	16	4.0 0

5	4	5	14	4.6 7	4	4	5	4	17	4.2 5	4	4	5	4	17	4.2 5
4	4	4	12	4.0 0	5	5	4	4	18	4.5 0	5	5	4	4	18	4.5 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
5	5	5	15	5.0 0	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
4	4	4	12	4.0 0	5	5	4	4	18	4.5 0	5	5	4	4	18	4.5 0
3	3	3	9	3.0 0	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
3	4	4	11	3.6 7	4	4	3	4	15	3.7 5	4	4	3	4	15	3.7 5
5	5	4	14	4.6 7	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
3	3	4	10	3.3 3	3	3	3	3	12	3.0 0	3	3	3	3	12	3.0 0
5	5	4	14	4.6 7	5	5	5	5	20	5.0 0	5	5	5	5	20	5.0 0
3	5	4	12	4.0 0	4	4	3	5	16	4.0 0	4	4	3	5	16	4.0 0



Lampiran 3 Statistik Deskriptif

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
S1	100	2.00	5.00	3.5500	.93609
S2	100	2.00	5.00	3.4700	.95827
S3	100	2.00	5.00	3.5100	.89324
S4	100	2.00	5.00	3.5000	.92660
S5	100	2.00	5.00	3.4700	.93695
TS	100	10.00	25.00	17.5000	4.22475
S	100	2.00	5.00	3.5000	.84495
SA1	100	2.00	5.00	3.7000	.89330
SA2	100	2.00	5.00	3.6100	.87496
SA3	100	2.00	5.00	3.6300	.89505
SA4	100	2.00	5.00	3.5400	.83388
SA5	100	2.00	5.00	3.5600	.83267
SA6	100	2.00	5.00	3.5700	.83188
TSA	100	12.00	30.00	21.6100	4.55027
SA	100	2.00	5.00	3.6017	.75841
CON1	100	2.00	5.00	3.7900	.92436
CON2	100	2.00	5.00	3.5400	.84591
CON3	100	2.00	5.00	3.5900	.86568
CON4	100	2.00	5.00	3.6900	.90671
CON5	100	2.00	5.00	3.5300	.85818
TCON	100	10.00	25.00	18.1400	3.78199
CON	100	2.00	5.00	3.6280	.75640
M1	100	2.00	5.00	3.5700	.84393
M2	100	2.00	5.00	3.6000	.87617
M3	100	2.00	5.00	3.6100	.85156
M4	100	2.00	5.00	3.5900	.93306
M5	100	2.00	5.00	3.5800	.83097
M6	100	2.00	5.00	3.6000	.87617
M7	100	2.00	5.00	3.5700	.89052
TM	100	14.00	35.00	25.1200	5.65914

Lampiran 3 Statistik Deskriptif

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
M	100	2.00	5.00	3.5886	.80859
SAT1	100	2.00	5.00	3.3500	.92524
SAT2	100	2.00	5.00	3.7500	.84537
SAT3	100	2.00	5.00	3.3600	.93765
TSAT	100	6.00	15.00	10.4600	2.30248
SAT	100	2.00	5.00	3.4867	.76805
COM1	100	3.00	5.00	3.8500	.75712
COM2	100	3.00	5.00	3.8500	.79614
COM3	100	3.00	5.00	3.8200	.75719
COM4	100	3.00	5.00	3.7800	.70467
TCOM	100	12.00	20.00	15.3000	2.50857
COM	100	3.00	5.00	3.8250	.62714
LK1	100	3.00	5.00	3.8500	.75712
LK2	100	3.00	5.00	3.8800	.79493
LK3	100	3.00	5.00	3.7900	.72884
LK4	100	3.00	5.00	3.8100	.72048
TLK	100	12.00	20.00	15.3300	2.55467
LK	100	3.00	5.00	3.8325	.63867
Valid N (listwise)	100				

Lampiran 4 Uji Validitas

**Correlations**

	Ser1	Ser2	Ser3	Ser4	Ser5	TSer
Ser1 Pearson Correlation	1	.711**	.748**	.903**	.750**	.905**
Sig. (2-tailed)		.000	.000	.000	.000	.000
N	100	100	100	100	100	100
Ser2 Pearson Correlation	.711**	1	.838**	.700**	.922**	.919**
Sig. (2-tailed)	.000		.000	.000	.000	.000
N	100	100	100	100	100	100
Ser3 Pearson Correlation	.748**	.838**	1	.690**	.857**	.909**
Sig. (2-tailed)	.000	.000		.000	.000	.000
N	100	100	100	100	100	100
Ser4 Pearson Correlation	.903**	.700**	.690**	1	.692**	.877**
Sig. (2-tailed)	.000	.000	.000		.000	.000
N	100	100	100	100	100	100
Ser5 Pearson Correlation	.750**	.922**	.857**	.692**	1	.930**
Sig. (2-tailed)	.000	.000	.000	.000		.000
N	100	100	100	100	100	100
TSer Pearson Correlation	.905**	.919**	.909**	.877**	.930**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	
N	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Lampiran 4 Uji Validitas

**Correlations**

	SA1	SA2	SA3	SA4	SA5	SA6	TSA
SA1 Pearson Correlation	1	.637**	.782**	.572**	.812**	.803**	.873**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100
SA2 Pearson Correlation	.637**	1	.833**	.748**	.746**	.753**	.893**
Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100
SA3 Pearson Correlation	.782**	.833**	1	.622**	.728**	.761**	.897**
Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
N	100	100	100	100	100	100	100
SA4 Pearson Correlation	.572**	.748**	.622**	1	.709**	.688**	.817**
Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
N	100	100	100	100	100	100	100
SA5 Pearson Correlation	.812**	.746**	.728**	.709**	1	.789**	.903**
Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
N	100	100	100	100	100	100	100
SA6 Pearson Correlation	.803**	.753**	.761**	.688**	.789**	1	.905**
Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
N	100	100	100	100	100	100	100
TSA Pearson Correlation	.873**	.893**	.897**	.817**	.903**	.905**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
N	100	100	100	100	100	100	100

\*\*. Correlation is significant at the 0.01 level (2-tailed).

Lampiran 4 Uji Validitas

**Correlations**

		Con1	Con2	Con3	Con4	Con5	TCon
Con1	Pearson Correlation	1	.689**	.724**	.729**	.511**	.855**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
Con2	Pearson Correlation	.689**	1	.664**	.668**	.757**	.876**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
Con3	Pearson Correlation	.724**	.664**	1	.712**	.595**	.860**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
Con4	Pearson Correlation	.729**	.668**	.712**	1	.681**	.885**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
Con5	Pearson Correlation	.511**	.757**	.595**	.681**	1	.820**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TCon	Pearson Correlation	.855**	.876**	.860**	.885**	.820**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Lampiran 4 Uji Validitas

Correlations

		M1	M2	M3	M4	M5	M6	M7	TM
M1	Pearson Correlation	1	.803**	.833**	.774**	.907**	.803**	.894**	.925**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
M2	Pearson Correlation	.803**	1	.818**	.823**	.891**	1.000**	.735**	.935**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
M3	Pearson Correlation	.833**	.818**	1	.788**	.922**	.818**	.909**	.936**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
M4	Pearson Correlation	.774**	.823**	.788**	1	.714**	.823**	.880**	.897**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
M5	Pearson Correlation	.907**	.891**	.922**	.714**	1	.891**	.832**	.945**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100
M6	Pearson Correlation	.803**	1.000**	.818**	.823**	.891**	1	.735**	.935**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100
M7	Pearson Correlation	.894**	.735**	.909**	.880**	.832**	.735**	1	.922**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100
TM	Pearson Correlation	.925**	.935**	.936**	.897**	.945**	.935**	.922**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100

\*\*. Correlation is significant at the 0.01 level (2-tailed).

Lampiran 4 Uji Validitas

**Correlations**

		Sat1	Sat2	Sat3	TSat
Sat1	Pearson Correlation	1	.552**	.727**	.900**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
Sat2	Pearson Correlation	.552**	1	.459**	.776**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
Sat3	Pearson Correlation	.727**	.459**	1	.868**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
TSat	Pearson Correlation	.900**	.776**	.868**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

# Lampiran 4 Uji Validitas

## Correlations

		Com1	Com2	Com3	Com4	TCom
Com1	Pearson Correlation	1	.917**	.516**	.543**	.901**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Com2	Pearson Correlation	.917**	1	.524**	.499**	.893**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Com3	Pearson Correlation	.516**	.524**	1	.512**	.768**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Com4	Pearson Correlation	.543**	.499**	.512**	1	.758**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
TCom	Pearson Correlation	.901**	.893**	.768**	.758**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

\*\*, Correlation is significant at the 0.01 level (2-tailed).



Lampiran 4 Uji Validitas

**Correlations**

		LK1	LK2	LK3	LK4	TLK
LK1	Pearson Correlation	1	.759**	.583**	.818**	.929**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
LK2	Pearson Correlation	.759**	1	.514**	.577**	.845**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
LK3	Pearson Correlation	.583**	.514**	1	.539**	.770**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
LK4	Pearson Correlation	.818**	.577**	.539**	1	.858**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
TLK	Pearson Correlation	.929**	.845**	.770**	.858**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

\*\*, Correlation is significant at the 0.01 level (2-tailed).

Lampiran 5 Uji Reliabilitas

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.947	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Ser1	13.9500	11.563	.850	.935
Ser2	14.0300	11.322	.870	.932
Ser3	13.9900	11.788	.858	.934
Ser4	14.0000	11.838	.808	.942
Ser5	14.0300	11.363	.888	.928

Lampiran 5 Uji Reliabilitas

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.942	6

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SA1	17.9100	14.406	.811	.934
SA2	18.0000	14.364	.841	.930
SA3	17.9800	14.202	.845	.929
SA4	18.0700	15.197	.740	.942
SA5	18.0500	14.553	.859	.928
SA6	18.0400	14.544	.862	.927

Lampiran 5 Uji Reliabilitas

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.911	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Con1	14.3500	9.179	.762	.894
Con2	14.6000	9.414	.804	.885
Con3	14.5500	9.422	.778	.891
Con4	14.4500	9.058	.810	.884
Con5	14.6100	9.715	.720	.902

Lampiran 5 Uji Reliabilitas

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.973	7

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
M1	21.5500	23.907	.898	.968
M2	21.5200	23.525	.910	.967
M3	21.5100	23.727	.913	.967
M4	21.5300	23.423	.856	.972
M5	21.5400	23.827	.926	.966
M6	21.5200	23.525	.910	.967
M7	21.5500	23.523	.893	.969

## Lampiran 5 Uji Reliabilitas

### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.807	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Sat1	7.1100	2.321	.753	.627
Sat2	6.7100	2.996	.544	.842
Sat3	7.1000	2.434	.679	.710

Lampiran 5 Uji Reliabilitas

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.851	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Com1	11.4500	3.442	.811	.758
Com2	11.4500	3.361	.787	.767
Com3	11.4800	3.949	.588	.853
Com4	11.5200	4.111	.590	.850

## Lampiran 5 Uji Reliabilitas

### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.873	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
LK1	11.4800	3.505	.864	.780
LK2	11.4500	3.725	.707	.846
LK3	11.5400	4.190	.605	.883
LK4	11.5200	3.888	.746	.830



## Lampiran 6 Analisis Regresi

### Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Com, M, Con, SA, Ser, Sat <sup>a</sup>		Enter

a. All requested variables entered.

### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.977 <sup>a</sup>	.954	.952	.14057	2.098

a. Predictors: (Constant), Com, M, Con, SA, Ser, Sat

b. Dependent Variable: LK

### ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	38.544	6	6.424	325.106	.000 <sup>a</sup>
	Residual	1.838	93	.020		
	Total	40.382	99			

a. Predictors: (Constant), Com, M, Con, SA, Ser, Sat

b. Dependent Variable: LK

Lampiran 6 Analisis Regresi

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.132	.090		1.467	.146
Ser	.100	.036	.133	2.823	.006
SA	.118	.042	.140	2.788	.006
Con	.193	.031	.228	6.191	.000
M	.212	.023	.269	9.092	.000
Sat	.177	.044	.213	4.053	.000
Com	.221	.069	.217	3.218	.002

a. Dependent Variable: LK

**Coefficients<sup>a</sup>**

Model	Correlations			Collinearity Statistics	
	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)					
Ser	.789	.281	.062	.221	4.519
SA	.782	.278	.062	.195	5.141
Con	.733	.540	.137	.360	2.775
M	.748	.686	.201	.560	1.787
Sat	.793	.387	.090	.177	5.643
Com	.935	.317	.071	.107	9.324

a. Dependent Variable: LK

Lampiran 6 Analisis Regresi

**Collinearity Diagnostics<sup>a</sup>**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions						
				(Constant)	Ser	SA	Con	M	Sat	Com
1	1	6.886	1.000	.00	.00	.00	.00	.00	.00	.00
	2	.035	14.109	.09	.02	.03	.09	.09	.08	.00
	3	.030	15.096	.07	.17	.04	.08	.13	.00	.00
	4	.025	16.645	.36	.02	.01	.01	.61	.00	.00
	5	.018	19.727	.37	.11	.10	.27	.03	.00	.00
	6	.004	39.529	.00	.28	.43	.34	.05	.88	.05
	7	.002	55.524	.11	.40	.39	.20	.10	.03	.95

a. Dependent Variable: LK

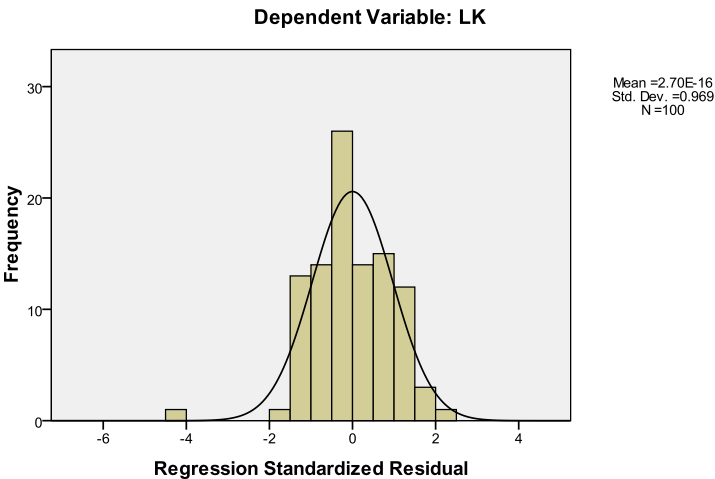
**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.9038	5.0471	3.8325	.62397	100
Residual	-.58151	.35005	.00000	.13624	100
Std. Predicted Value	-1.488	1.947	.000	1.000	100
Std. Residual	-4.137	2.490	.000	.969	100

a. Dependent Variable: LK

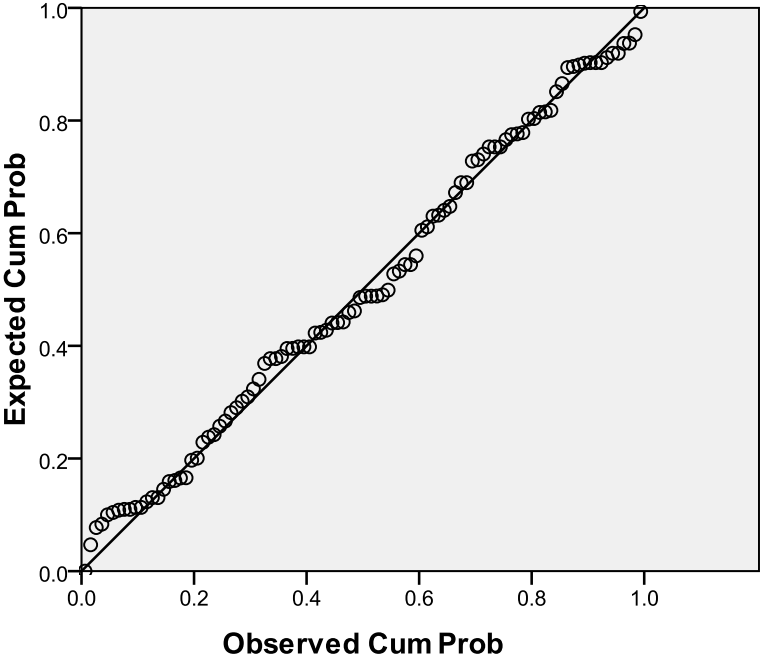
Lampiran 6 Analisis Regresi

Histogram



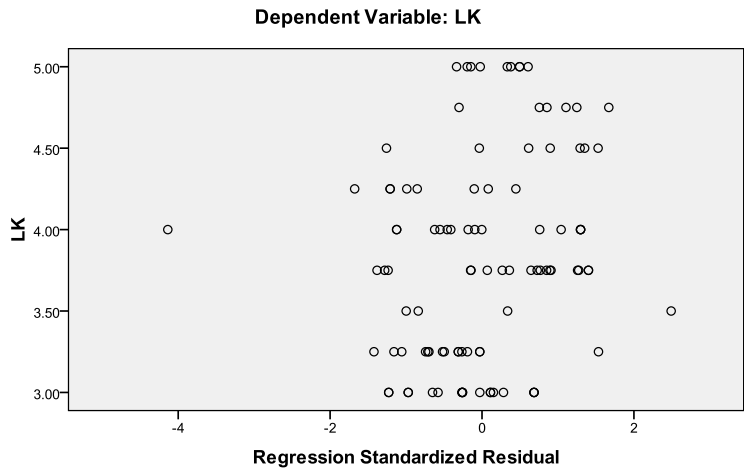
**Normal P-P Plot of Regression Standardized Residual**

**Dependent Variable: LK**



Lampiran 6 Analisis Regresi

Scatterplot



Lampiran 6 Analisis Regresi

**One-Sample Kolmogorov-Smirnov Test**

		Standardized Residual
N		100
Normal Parameters <sup>a, b</sup>	Mean	.0000000
	Std. Deviation	.96922337
Most Extreme Differences	Absolute	.053
	Positive	.051
	Negative	-.053
Kolmogorov-Smirnov Z		.530
Asymp. Sig. (2-tailed)		.941

a. Test distribution is Normal.

b. Calculated from data.

## Lampiran 6 Analisis Regresi

### Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Com, M, Con, SA, Ser, Sat <sup>a</sup>		Enter

a. All requested variables entered.

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.259 <sup>a</sup>	.067	.007	.08452

a. Predictors: (Constant), Com, M, Con, SA, Ser, Sat

### ANOVA<sup>b</sup>

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	.048	6	.008	1.116	.359 <sup>a</sup>
Residual	.664	93	.007		
Total	.712	99			

a. Predictors: (Constant), Com, M, Con, SA, Ser, Sat

b. Dependent Variable: absres



Lampiran 6 Analisis Regresi

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.028	.054		.514	.608
Ser	-.014	.021	-.141	-.662	.510
SA	-.023	.025	-.202	-.892	.375
Con	-.026	.019	-.229	-1.373	.173
M	-.008	.014	-.077	-.578	.565
Sat	-.013	.026	-.121	-.507	.613
Com	.029	.021	.231	1.390	.179

a. Dependent Variable: absres